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**SETTLEMENT EXPERIENCES OF PAKISTANI IMMIGRANT
LABOURERS IN MALAYSIA**



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**DOCTOR OF PHILOSOPHY
UNIVERSITI UTARA MALAYSIA
2020**

**SETTLEMENT EXPERIENCES OF PAKISTANI IMMIGRANT
LABOURERS IN MALAYSIA**



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**A Thesis Submitted To The Ghazali Shafie Graduate School Of Government
in fulfilment of the requirements for The Doctor Of Philosophy
Universiti Utara Malaysia**



Kolej Undang-Undang, Kerajaan dan Pengajian Antarabangsa
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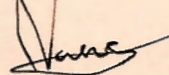
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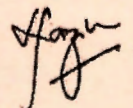
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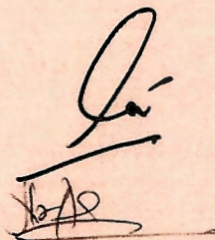
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ABSTRACT

The Malaysian Department of Statistics (2019) recorded a total of 63,358 Pakistani low-skilled documented workers residing in Malaysia with an average annual growth rate of 11.42% since 2010. Despite the substantial share in the Malaysian labour market, only a handful of studies have assessed the settlement experiences of this emerging labour group in Malaysia. The literature depicts that migrant workers in Malaysia have been facing an array of issues, including low wage rate, language barrier, poor working and living conditions, and discrimination as well as lack of security and safety measures. Thus, this study looked into the settlement experiences of Pakistani labourers in Malaysia. The conceptual framework developed in this study was based on a critical review of prior studies while the theoretical foundation was constructed through the lens of push-pull model, neoclassical theory and social network theory. The interpretivism approach with a phenomenological nature from the light of qualitative research approach was employed, whereby data were gathered via semi-structured interviews held with 21 low-skilled Pakistani workers as well as three key persons from the Ministry. The findings revealed the complex nature of settlement, as viewed by the Pakistani participants; right from pre-migration expectations to their first experience upon arrival, employment, housing and involvement of social networks during their settlement in Malaysia. The foremost is the economic success in terms of better employment opportunities as well as a secure environment with better living standards and a serene life. Views derived from the informants were classified into workplace experiences, language barrier, training and flow of remittances. Several Pakistani participants asserted that they were indeed satisfied with the housing provided by their employers whereas the others preferred rental housing due to unsuitable housing provided by their employers. They faced several meandering issues, such as damp properties, pest infiltration and overcrowding, with the housing provided by their employers. In the rental market, affordability is a problem. Moving on, social networks played a significant role in addressing issues that they faced, either in providing information that led to pre-migration expectations or the reality faced during employment and undesirable housing experiences.

Keywords: Settlement, Pre-migration Expectations, Employment, Housing, Pakistani labourers, Malaysia.

ABSTRAK

Menurut Jabatan Statistik Malaysia (2019), terdapat kira-kira 63,358 ribu rakyat Pakistan berkemahiran rendah yang menetap di Malaysia dengan purata pertumbuhan tahunan sebanyak 11.42% sejak tahun 2010. Walaupun ia membentuk bahagian besar daripada pasaran tenaga kerja Malaysia, hanya sedikit kajian menilai situasi penempatan kumpulan tenaga buruh yang sedang pesat membangun di Malaysia ini. Berdasarkan kajian lepas mengenai tenaga migran di Malaysia, antara isu-isu yang dihadapi oleh mereka adalah gaji rendah, masalah komunikasi, tempat kerja dan tempat tinggal yang tidak sesuai, diskriminasi dan kekurangan langkah-langkah keselamatan. Oleh itu, tujuan penyelidikan ini adalah untuk mengkaji pengalaman tenaga buruh Pakistan di Malaysia. Kerangka konseptual kajian ini dibangunkan berlandaskan kepada pemeriksaan ke atas kajian terdahulu manakala asas teoretikalnya pula dibina melalui model 'push-pull', teori neoclassical dan juga teori jaringan sosial. Pendekatan interpretivisme dengan sifat bekerja fenomenologi dari sudut kajian kualitatif digunakan, di mana data diambil melalui temuduga separuh-berstruktur bersama 21 buruh warga Pakistan berkemahiran rendah dan tiga individu utama daripada Kementerian. Penemuan kajian menunjukkan sifat penempatan yang kompleks melalui pandangan buruh warga Pakistan; bermula daripada jangkaan pra-migrasi hingga kepada pengalaman pertama mereka selepas ketibaan, pekerjaan, perumahan dan penglibatan dalam rangkaian sosial semasa penempatan mereka di Malaysia. Faktor utama adalah kejayaan ekonomi dari sudut peluang pekerjaan yang lebih baik dan satu persekitaran yang selamat dengan taraf hidup yang lebih baik dan kehidupan yang aman. Pandangan pemberi maklumat dipecahkan kepada pengalaman tempat kerja, kekangan bahasa, latihan dan aliran kiriman wang. Penemuan menunjukkan beberapa buruh warga Pakistan berpuas hati dengan perumahan yang disediakan oleh pihak majikan tetapi selebihnya memilih untuk tinggal di rumah sewa kerana perumahan yang disediakan oleh pihak majikan adalah tidak sesuai. Mereka menghadapi pelbagai isu, seperti kelembapan harta benda, infiltrasi makhluk perosak dan kesesakan, dengan perumahan yang disediakan oleh pihak majikan. Di dalam pasaran sewaan, kemampuan memiliki adalah satu masalah. Selain itu, jaringan sosial memainkan peranan penting untuk mengendalikan isu-isu yang mereka hadapi, sama ada dalam menyediakan maklumat yang membawa kepada jangkaan pra-migrasi atau realiti semasa bekerja dan pengalaman perumahan yang tidak diingini.

Kata kunci: Penempatan, Pra-migrasi jangkaan, Pekerjaan, Perumahan, Buruh Pakistan, Malaysia.

ACKNOWLEDGEMENT

In the name of Allah, the most merciful and the most grateful. All salutations are due to our noble Prophet Muhammad (SAW) and his family (Ahalilbaiti Rasulu), his companions and all those who followed his guidance and teachings. Firstly, I want to extend my profound gratitude to Almighty Allah whose mercy and grace made this achievement a reality. Delightedly, I would like to extend my sincere appreciation and gratitude to my supervisors in persons of Associate Prof Dr. Mohd Na'eim Bin Ajis and Dr. Nor Azizah Zainal Abidin for their intellectual guidance, supervision and support in all kind towards the success of this academic pursuit. Also, I would like to register my gratitude to my examiners and reviewers for their intellectual contributions and critical evaluation which further shaped the study. May Allah reward you all abundantly.

I would like to express my gratitude and appreciation to my parents, my dear husband Sohail Ayaz Muhammad, my lovely siblings and my inlaws for their love and frequent prayers throughout the period of this study which greatly helped in writing this thesis. May Allah continues to strengthen our relationship to collectively reap the fruit of our labour. Furthermore, I must place on record my sincere appreciation to my entire family members, my father Ch Muhammad Tasleem, my father inlaw Prof Dr Ayaz Muhammad Rana, my mother Safia Perveen, my mother inlaw Nusrat Perveen, without your support this study would have been impossible to be successfully accomplished. I will also like to acknowledge with gratitude the contributions of my brother inlaws, may Allah reward each of you richly, elevate you higher, protect you all. I am grateful to my friends, my confidantes, my proofreader, I am so grateful to you for the endless support, care and love you have shown me during my stay here in Malaysia. I am forever grateful to you.

Similarly, I must acknowledge with gratitude to Ministry of Higher Education of Malaysia and Universiti Utara Malaysia for funding and supporting me for this research in terms of financial and administration aspects. Thanks to all employers, the University Utara Malaysia. I am grateful to the Dean and other staff members of Ghazali Shafie School of Government for supporting the field work by facilitating the Postgraduate Research Grant that was utmost important to carry out my project. To the director from Ministry of Human Resource, Immigration Department of Malaysia

Kedah Darul Aman, focal person from High Commission of Pakistan in Malaysia and to my other respondents, the Pakistani workers, thank you for the time to participate in the survey and in-depth interviews..

I sincerely appreciate you all for your immense contribution towards the success of my educational fulfillment, may Allah reward you all abundantly, Ameen.



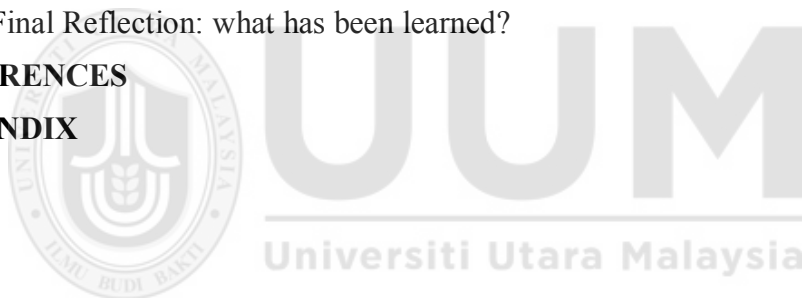
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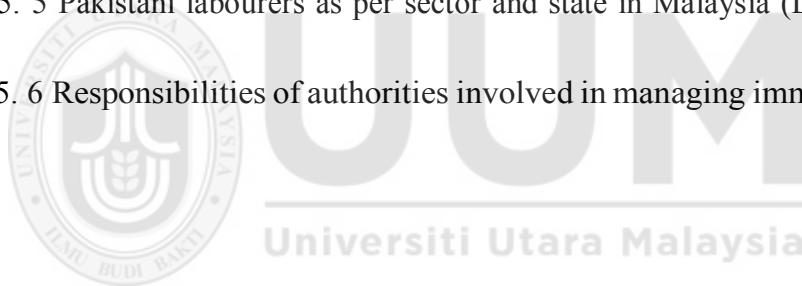
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LIST OF ABBREVIATIONS

A.D.	Anno Domini
B.C.	Before Christ
BBC	British Broadcasting Corporation
BEOE	Bureau of Emigration & Overseas Employment
CIDB	Construction Industry Development Board
DLPM	Department Of Labour Peninsular Malaysia
DOIM	Department of Immigration Malaysia
EPF	Employment Provided Fund
FANA	Federally Administered Northern Areas
FATA	Federally Administered Tribal Areas
FOMEMA	Foreign Workers Medical Examination Monitoring Agency
GDP	Gross Domestic Product
HIV	Human Immunodeficiency Viruses
ILMIA	Institute of Labour Market Information and Analysis
ILO	International Labor Organization
MMH	Malaysia My Second Home
MOHR	Ministry of Human Resource
MOU	Memorandum of Understanding
POEA	Philippines Overseas Employment Agency
PPV	Permanent Protection Visa
TEVP	Temporary Valid Work Permit
TPV	Temporary Protection Visa
UK	United Kingdom
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCR	United Nations High Commissioner for Refugees
US	United States
VPTE	Visit Pass for Temporary Employment
WHO	World Health Organization
WRS	Worker Registration Scheme

CHAPTER ONE

OVERVIEW OF THE THESIS

1.1 Introduction

Migration has been reckoned as a continuous process that influences almost all countries across the globe. The number of migrants at the global level was 220 million in 2010 and this figure rose to 257.7 million in 2017 (United Nations, 2017). This increasing trend of migration has also been noted in the Southeast Asia region, including Malaysia. Malaysia is among the countries welcoming massive volumes of migrants due to shortage of labour, as well as high operations and training costs. Approximately 8.5% of the total Malaysian population was composed of migrants from a range of countries (United Nations, 2017). Pakistan is among the topmost countries in the world supplying migrant workers to other regions and nations. More than 6 million Pakistanis have been reported to work as migrant labourers in various countries. The number of Pakistani labourers in Malaysia had risen from 26,229 in 2011 to 63,358 in January 2019 (Ministry of Human Resource, 2019).

Several pertinent factors lead to migration activities, including unemployment, inequality, poverty, and shortage of sustainable livings, thus compelling individuals to move to obtain the best opportunity abroad (Drolet & Teixeira, 2019; Kassim, 2005). Various new modes of transportation have directed migration to flow in a faster, cheaper, and easier manner for individuals to move in search of employment, to

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Appendix 1

Background Of Respondents

	Position	Age	Sector	Background
P 1	Mechanical technician	31	Manufacturing	P1 has been working in electronic parts supplier company of Malaysia from last 3 years. Prior to his current job, P1 served as electrician in food processing company of Pakistan. His educational qualification is matriculation.
P 2	Cook	34	Services	P2 has 4 years' working experience in restaurant of Malaysia. Before migration, P2 worked as storekeeper in grocery store, Pakistan. His educational qualification is bachelors.
P 3	Crane operator	36	Construction	In current position, P3 has been working in construction sector from last 3 years. Before migration, P3 worked as a driver in oil production company of Pakistan. His educational qualification is intermediate.
P 4	Driver	33	Construction	P4 has been working as driver from last 2 years. Prior to his current job, P3 served as production technician in textile company of Pakistan. His educational qualification is masters.
P 5	Mechanical technician	32	Manufacturing	P5 has been working in textile company of Malaysia from last 3 years. Prior to his current job, P5 worked as supervisor in packing department of medicine company of Pakistan. His educational qualification is Bachelors.
P 6	Pantry aide	30	Services	In current position, P6 has been working in restaurant from last 1 years. Before migration, P6 worked as helper in small store. His educational qualification is intermediate.

P 7	Production Technician	38	Manufacturing	P7 started his career as supervisor in the oil refining company, Pakistan. Currently, he was working in soap manufacturing company with an educational qualification of masters.
P 8	Crane operator	37	Construction	In current position, P8 has been working in construction sector from last 2 years. Before migration, P8 worked as a driver for landlord family in Pakistan. His educational qualification is intermediate.
P 9	Storekeeper	29	Services	P9 has been working in whole seller shop from last 3 years. Prior to his current job, P9 worked as supervisor in medicine company of Pakistan. His educational qualification is intermediate.
P 10	Craft worker	33	Construction	P10 has 4 years' working experience in construction sector of Malaysia. Before migration, P10 had a grocery store in his village, Pakistan. His educational qualification is matriculation.
P 11	Cook	38	Services	In current position, P11 has been working in restaurant from last 2 years. Before migration, P11 worked as a storekeeper in Pakistan. His educational qualification is intermediate.
P 12	Pantry aide	38	Services	In current position, P12 has been working in restaurant from last 2 years. Before migration, P12 worked as helper in small grocery store. His educational qualification is intermediate.
P 13	Farm supervisor	35	Plantation	P13 has 1 years' working experience in plantation sector of Malaysia. Before migration, P13 work in a construction sector. His educational qualification is matriculation.

P 14	Worker at carpet shop	33	Services	P14 has been working in carpet shop from last 2 years. Prior to his current job, P14 worked as helper in whole seller shop, Pakistan. His educational qualification is matriculation.
P 15	Electrician	31	Manufacturing	P15 started his career as supervisor in the electronic company, Pakistan. Currently, he was working in textile company with an educational qualification of bachelors.
P 16	Crafts man	37	Construction	P16 has been working in construction company from last 2 years. Prior to his current job, P16 worked as plumber Pakistan. His educational qualification is matriculation.
P 17	Worker at carpet shop	35	Services	In current position, P17 has been working in carpet shop from last 2 years. Before migration, P17 worked as a storekeeper in Pakistan. His educational qualification is intermediate.
P 18	Whole seller worker	39	Services	P18 has been working in whole seller shop from last 2 years. Prior to his current job, P18 worked as storekeeper in boutique, Pakistan. His educational qualification is intermediate.
P 19	Operational supervisor	37	Agriculture	P19 has 4 years' working experience in agriculture sector of Malaysia. Before migration, P19 work in a seafood whole seller shop. His educational qualification is bachelors.
P 20	Farm supervisor	35	Plantation	P20 has been working in plantation sector from last 2 years. Prior to his current job, P20 worked as storekeeper in shoes manufacturing company, Pakistan. His educational qualification is intermediate.
P 21	Operational supervisor	30	Agriculture	In current position, P21 has been working in agriculture sector from last 1 years. Before migration, P21 had no job in Pakistan. His educational qualification is bachelors.

P 22	Director of foreign worker	37	Ministry of Human Resource	In the current job, P22 plays his role as a director of foreign worker in Malaysian migration department.
P 23	High Commissioner	34	High commission of Pakistan in Malaysia	P23 worked as a High Commissioner in Embassy of Pakistan, Kuala Lumpur Malaysia.
P 24	Director of immigration department	42	Immigration Department of Malaysia (Kedah Branch)	In the current job, P24 plays his role as a director in Malaysian immigration department, Kedah.



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Appendix 2

Summary of Migration Policies in Malaysia

Year	
1968	<ul style="list-style-type: none"> • Work permit is required for non-citizen workers
1969	<ul style="list-style-type: none"> • Employment Act 1969 was enacted (restriction and work permit)
1981	<ul style="list-style-type: none"> • Law allowing the establishment of legal recruitment agencies
1982	<ul style="list-style-type: none"> • The first committee responsible for the recruitment of foreign workers were established (disbanded in 1995)
1984	<ul style="list-style-type: none"> • Medan Agreement – bilateral agreement between Indonesia and Malaysia for the supply of workers to agriculture/plantation sector at first then extended to domestic work sector (was cancelled in 1986)
Recession in 1985	
1985	<ul style="list-style-type: none"> • Memorandum of understanding with The Philippines for domestic workers
1986	<ul style="list-style-type: none"> • Memorandum of understanding with Bangladesh to recruit plantation workers and Thailand for plantation and construction workers
1989	<ul style="list-style-type: none"> • PPTII – Programme “Pemutihan Pekerja Tanpa Izin Indonesia” literally translated “the whitening of illegal workers” – A programme to legalise undocumented workers (postponed twice) • A new scheme was introduced. Employers are required to pay a deposit of 250 dollars which will be used to depot the workers who break their contracts. • Migrants workers were to be recruited directly from Indonesia and not through contractors for plantations
1991	<ul style="list-style-type: none"> • A 5-year programme named Registration, recruitment and enforcement programme was introduced only in Peninsular • Policy to equalise wages of foreign workers to that of locals • Levy was introduced • Ops Nyah 1 – a programme to stop illegal entry to Peninsular Malaysia • Formation of a Cabinet Committee on foreign labour
1992	<ul style="list-style-type: none"> • Ops Nyah II – a programme to detect illegal migrants within Peninsular Malaysia • Formation of the Committee for Foreign Workers at the Ministry of Human Resources (disbanded in 1994)
1994	<ul style="list-style-type: none"> • A one-stop agency was developed to improve the formal recruitment of foreign workers (The agency was dissolved in 1997)
1995	<ul style="list-style-type: none"> • A ban on Malaysian agencies to recruit migrant workers directly except for domestic work sector

1996	<ul style="list-style-type: none"> • Programmes for irregular workers. Employers were encouraged to recruit workers from 9 detention centres • Hari Raya Amnesty for Indonesian Illegal workers for a period of 3 months (October to December 1996) – Illegal migrant workers from Indonesia were allowed to return if they paid a compound of RM 1000 each, get their temporary work permits and get their own travel tickets. • Amnesty was extended to Feb 1997 • Ops Nyah II was launched to weed out illegal workers • Expansion of detention Centres (MYR 10 Million allocated)
1997	<ul style="list-style-type: none"> • Appointment of Department of Foreign Workers under the Immigration Department for recruitment of foreign workers • An amendment to immigration act to incorporate harsher penalties to control the increasing number of undocumented workers • Introduction to Work permit system • Foreign Workers' Medical Examination Monitoring Agency (FOMEMA) was established • Foreign Worker Regularisation Programme in Sabah • Total ban on all new recruitments due to economy crisis
Economy Crisis	
1998	<ul style="list-style-type: none"> • The 1959/63 Immigration Act was amended to include clauses to curb illegal migration • A freeze on foreign labour recruitment: permits were not renewed and more amnesty programmes were introduced • Annual Levy was raised for selected sectors (levy was reduced later) • Imposed conditions for the employment of domestic workers. Employers are required to fulfil income criteria. • A mandatory Employee Provident Fund (EPF) was introduced in 1998 for all migrant workers except for domestic workers. Migrant workers were expected to contribute 11 per cent of their wages and employers 12 per cent to the fund. (EPF was abandoned in 2001) • Foreign Worker Regularisation programme in Sabah to weed out illegals
1999	<ul style="list-style-type: none"> • Freeze on foreign workers were lifted • Reduction in annual levy
2001	<ul style="list-style-type: none"> • Ban on the intake of workers from Bangladesh to mainly as a result of some clashes between the workers and some locals • Reduced duration of work permit from a maximum of 5 to 3 years (was reintroduced in 2008 with a 3+1+1 years scheme)

2002	<ul style="list-style-type: none"> • Hire Indonesians Last Policy • Low-skilled workers who have been certified by the National Vocational Training is able to extend their stay for further 5 years (maximum of 10 years) • Another amendment was made to the Immigration Act 1959/63 with harsher penalties for undocumented workers including employers and owners or tenants of buildings <p>Approval for workers from Uzbekistan, Kazakhstan and Turturmenistan)</p> <ul style="list-style-type: none"> • G to G agreements for recruitment of workers • Amnesty to one million undocumented workers
2004	<ul style="list-style-type: none"> • Malaysia Indonesia MOU (LAW No. 39/2004) which allows Malaysian employers to hold workers passports and other documents for safe keeping • Foreign workers have to undergo a compulsory two-week training programme on language, customs and Malaysian life style
2005	<ul style="list-style-type: none"> • Levy was revised for the third time
2006	<ul style="list-style-type: none"> • Ministry of Home Affairs approved and regulated labour outsourcing companies – Employers recruiting less than 50 workers are to recruit their workers through labour outsourcing companies • Malaysia and Indonesia signed a standard contract for Indonesian domestic workers in Malaysia
2007	<ul style="list-style-type: none"> • Launch of I-Kad, identification card issued for foreign students, expatriates and documented migrant workers in Malaysia (delay in issuing the card)
2008	<ul style="list-style-type: none"> • The director general of Department of Immigration Malaysia and 10 officials were arrested for receiving bribe • A crackdown against illegal migrant workers in Sabah
2009	<ul style="list-style-type: none"> • Ban on recruiting new foreign workers (allowed recruiting of foreign workers later in the year)
2010	<ul style="list-style-type: none"> • A crackdown on illegal workers scheduled around Chinese New Year and postponed to a later date • A new MOU between Malaysia and Indonesia agreeing on a day off for the domestic workers and allowing them to keep their own passports. No agreement on minimum wages
2011	<ul style="list-style-type: none"> • Indonesian governments moratorium against Malaysia on the issues of domestic workers • MOU for Domestic Workers from Indonesia, agreed on a day of in a week and will be compensated for the worked day • No agreement on minimum wage (however, the Indonesian

	<p>government has stated MYR 700 as the minimum wage to be paid and compulsory insurance policies for domestic workers) (agreed on the minimum wages later in the year)</p> <ul style="list-style-type: none"> • Fixed agency fees through direct recruitment (possible elimination of agencies in Indonesia) • The Illegal Immigrant Comprehensive Settlement Programme (6P) which aims to register 1.2 million illegal migrants has been launched.
2012	<ul style="list-style-type: none"> • Establishment of the Institute of Labour Market Information and Analysis (ILMIA) The Institute is tasked with carrying out labour market studies and projections, including estimating the supply and demand of labour by occupation and sector from 2015–2030, and appears to be a meaningful step towards the development of a more evidence based policy. • New MOU with Bangladesh that established a government to government recruitment process that removes the involvement of private recruitment agencies. Additional provisions in the agreement include: Fixed recruitment fees of Bangladesh Taka (BDT) 40,000 (US\$520), Minimum wage of MYR900 (US\$210) per month, Employment in the plantation sector only, A target of 30,000 workers, Online application system through which workers are selected, A feasibility study for the recruitment model, Standard employment contracts
2013	<ul style="list-style-type: none"> • National Action Plan (2010–2015): Malaysian Government put into place standard operating procedures for the investigation and prosecution of trafficking offenses and a follow-up Action Plan for the period of 2016–2020 is being developed. • A minimum wage law came into effect on 1 January 2013 for employers hiring more than five workers, which was extended to all employers six months later. The law requires that workers be paid a minimum wage rate of not less than MYR900 (US\$210) per month in Peninsular Malaysia and MYR800 (US\$185) for Sabah, Sarawak and Labuan.
2014	<ul style="list-style-type: none"> • To better regulate the employment of domestic workers in Malaysia, the MOHR has proposed new legislation entitled the Regulation (Terms & Conditions of Employment) on Domestic Servants 2014.
2015	<ul style="list-style-type: none"> • An amendment was made to ATIPSOM which addresses several of the shortcomings in the legal framework that have been raised by NGOs and the international community. The changes include granting

permission for trafficking victims to move freely and work after a protection order has been granted, the requirement that a court order for payment of due wages must be issued in cases of non-conviction, allowing non-governmental organizations (NGOs) and other parties to provide protection services to victims and the establishment of a high-level inter-ministerial committee to improve government coordination on combatting trafficking.

- Malaysia signed two new agreements with Cambodia in December 2015; one MOU specific to migration of domestic workers and the other for migrant workers generally.

2016

- The Eleventh Malaysia Plan (2016–2020) has stated that a comprehensive immigration and employment policy for foreign workers will be developed, with MOHR assuming the lead role in policy-making.
- A minimum wage law has been enacted that applies to migrant workers (with the exception of domestic workers), setting a basic monthly wage of 900 ringgit (MYR) (US\$210) in Peninsular Malaysia and MYR800 (US\$185) for Sabah, Sarawak and Labuan. A rise in the minimum wage has been announced for the 2016 budget.
- Research on the government to government recruitment process established under the MOU with Bangladesh found that it has reduced worker-paid recruitment costs by 8– 10 times in the plantation sector.
- The Institute of Labour Market Information and Analysis (ILMIA) has been established under MOHR to carry out labour market studies and projections, including estimating labour supply and demand from 2015–2030.

Source: Author compilation from literature review, Ministry of Human Resource, Immigration Department of Malaysia Kedah Darul Aman and High commission of Pakistan, Kuala Lumpur

Appendix 3
Data Collection Letters



GHAZALI SHAFIE GRADUATE SCHOOL OF GOVERNMENT
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"MUAFAKAT KEDAH"

Reference No.UUM/COLGIS/GSGSG/P-30
Date: March 28, 2018

TO WHOM IT MAY CONCERN

Sir/Madam,

DATA COLLECTION FOR PHD THESIS

This is to certify that **Zermina Tasleem (Matric Number: 902358)** is a full time PhD student at Universiti Utara Malaysia, Sintok, Kedah.

She needs to collect data for her research paper in order to fulfil the requirement of her PhD programme.

We duly hope that your organization will be able to assist her in getting the necessary information for her research paper.

Thank you.

"KNOWLEDGE, VIRTUE, SERVICE"

Yours faithfully,

(MOHD SUKRI OTHMAN)
Assistant Registrar,
Ghazali Shafie Graduate School of Government
E-mail: md_sukri@uum.edu.my
Tel: 04-9287752/ fax:04-9287799

Universiti Pengurusan Terkemuka
The Eminent Management University





PUSAT PENGAJIAN KERAJAAN
SCHOOL OF GOVERNMENT
UUM Kolej Undang-undang, Kerajaan dan Pengajian Antarabangsa
UUM College of Law, Government and International Studies
Universiti Utara Malaysia
06010 UUM SINTOK
KEDAH DARUL AMAN
MALAYSIA



Tel: 604-928 7901/7906
Faks (Fax): 604-928 7914
Laman Web (Web): www.sog.uum.edu.my

February 20, 2019

H.E. Mohammad Nafees Zakaria
Higher commissioner,
Higher commission of Pakistan in Kuala Lumpur
132 Jalan Ampang
50450 Kuala Lumpur, Malaysia.

Sir,

Application for Consent to Interview about "The Settlement Experiences of Pakistani Immigrant Labors In Malaysia"

With all due respect refers to the above and I am pleased to confirm that **Zermina Tasleem** is a Doctorate of Philosophy (PhD) under my supervision. She is currently pursuing research titled **The Settlement Experiences of Pakistani Immigrant Labors In Malaysia**.

In this regard, she needs the views and feedback from your institution/organization related to the administration of Pakistani immigrant labors in Malaysia. For information, she will start the data collection process starting in February 2019. For the success of the process, I would like to ask you to interview pertaining to the Pakistani immigration matters. To that extend, I hope you can provide the schedule consists of date, time and place for the above matters. Therefore, I also hope she can get the opportunity to access the information and obtain the statistics and related data. Your cooperation and discretion about this matter is highly appreciated.

Thanks to the millions.

"ILMU BUDI BAKTI"

I am carrying out the trust

(Dr. Mohd Na'eim Ajis)
Senior lecturer
School of Government Studies College of Law,
Government and International Studies (COLGIS),
Sintok, 06010, Universiti Utara Malaysia, Kedah
Email: naeim@uum.edu.my,
hp: 01127495747

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19 Februari 2019

Wan Ismail Bin Wan Ibrahim
Pegawai Asing
Kementerian Sumber Manusia
Blok D3 & D4, Kompleks D,
62502, Putrajaya.

Tuan,

Permohonan Keizinan untuk Temubual Berkaitan "The Settlement Experiences of Pakistani Immigrant Labors In Malaysia"

Dengan segala hormatnya merujuk perkara di atas dan sukacita saya mengesahkan bahawa **Zermina Tasleem** merupakan pelajar Ijazah Doktor Falsafah (PhD) di bawah seliaan saya.

Beliau sedang menjalankan penyelidikan bertajuk **The Settlement Experiences of Pakistani Immigrant Labors In Malaysia**.

2. Sehubungan itu, beliau amat memerlukan pandangan dan maklum balas daripada pihak Tuan dan agensi-agensi yang berkaitan dengan pentadbiran pekerja asing di Malaysia. Untuk makluman Tuan, beliau akan memulakan proses pengumpulan data mulai pada bulan Februari 2019. Untuk menjayakan proses tersebut, saya ingin memohon temubual pihak Tuan dan sudi sekiranya pihak Tuan dapat menyediakan jadual bagi tujuan berkenaan (tarikh, masa dan tempat).

3. Saya juga memohon jasa baik dari pihak Tuan jika dapat memberikan kesempatan kepada beliau untuk mendapatkan maklumat, statistik dan data-data secara bertulis yang berkaitan dengan tajuk kajian beliau. Kerjasama dan pertimbangan daripada pihak Tuan terhadap perkara di atas saya dahului dengan jutaan terima kasih.

Sekian.

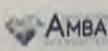
"ILMU BUDI BAKTI"

Saya yang menjalankan amanah

(Dr. Mohd Na'eim Ajis)


Pensyarah Kanan
Pusat Pengajian Kerajaan
Kolej Undang-Undang, Kerajaan Dan Pengajian Antarabangsa (COLGIS),
Sintok, 06010, Universiti Utara Malaysia, Kedah
Email: naeim@uum.edu.my, hp: 01127495747

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Appendix 4

Data From Ministry Of Human Resource



**AKU JANJI MAJIKAN
(EMPLOYERS UNDERTAKING)
BAGI PENGGAJIAN PEKERJA ASING DI MALAYSIA**

NAMA MAJIKAN: (NO. SYARIKAT:)

NAMA PEGAWAI YANG DIBERI KUASA:

ALAMAT MAJIKAN:

NO. TEL. PEJABAT:

Kami seperti nama dan alamat di atas dengan sesungguhnya mengaku dan berjanji untuk mematuhi segala syarat Aku Janji Majikan bagi penggajian pekerja asing yang dikeluarkan dan dikuatkuasakan oleh Kerajaan Malaysia dari semasa ke semasa, sepanjang tempoh penggajian pekerja asing tersebut seperti berikut:

- (i) membayar levi pekerja asing selaras dengan Akta Fi 1951 [Akta 209];
- (ii) menandatangani kontrak perkhidmatan selaras dengan Akta Kerja 1955 [Akta 265] mengikut format kontrak perkhidmatan seperti di lampiran;
- (iii) membayar gaji, elaun kerja lebih masa, memberi cuti dan hari rehat serta faedah-faedah lain yang diperuntukan di bawah Akta Kerja 1955 [Akta 265];
- (iv) mematuhi apa-apa ketetapan oleh Kerajaan berhubung gaji minimum yang diperuntukan di bawah Akta Majlis Perundingan Gaji Negara 2011 [Akta 732];
- (v) menyediakan kemudahan tempat tinggal dan kemudahan asas selaras dengan Akta Standard Minimum Perumahan dan Kemudahan Pekerja 1990 [Akta 446];
- (vi) tidak memegang dan menyimpan pasport pekerja asing selaras dengan Akta Pasport 1966 [Akta 150];
- (vii) tidak menggaji mana-mana pendatang asing tanpa izin selaras dengan Akta Imigresen 1959/63 [Akta 155];
- (viii) bertanggungjawab menyelesaikan perbelanjaan perubatan pekerja asing sekiranya tidak dilunaskan oleh pekerja asing tersebut;

- (ix) menghantar pulang pekerja asing yang telah disahkan menghidapi penyakit berbahaya, penyakit berjangkit atau tidak lagi berupaya untuk bekerja;
- (x) memperoleh *Check Out Memo* (COM) daripada pihak Jabatan Imigresen Malaysia sebelum pekerja asing dihantar pulang ke negara asal; dan
- (xi) mematuhi ketetapan-ketetapan lain yang berkaitan dengan penggajian pekerja asing seperti yang diputuskan oleh Kerajaan dari semasa ke semasa.

Kami sesungguhnya faham sekiranya kami gagal mematuhi Aku Janji ini, kami boleh –

- (a) dikenakan tindakan di bawah mana-mana undang-undang dan peraturan-peraturan sebagaimana yang dinyatakan di atas; dan/atau
- (b) dikenakan apa-apa tindakan administratif termasuk disenaraihitamkan daripada permohonan untuk menggajikan pekerja asing pada masa akan datang.

.....
(Tandatangan Majikan)

Nama pegawai yang diberi kuasa:
No. Kad Pengenalan/Pasport:
Jawatan:
Tarikh:
No. Telefon Bimbit:
E-mel:



UUM

Universiti Utara Malaysia

Di hadapan saya:

.....
(Tandatangan Pegawai Tenaga Kerja)

Nama:
Cop Rasmi Jabatan:
No. Kad Pengenalan:
Jawatan:
Tarikh:



Consent Form for Participants

Settlement Experiences of Pakistani Immigrant Labours in Malaysia

Zermina Tasleem, PhD Candidate, Ghazali Shafie Graduate School of Government

Universiti Utara Malaysia

Email: zerminatasleem@gmail.com.

Consent Form for Participants

I have read the Information Sheet for Participants for this study and have had the details of the study explained to me. My questions about the study have been answered to my satisfaction, and I understand that I may ask further questions at any time.

I also understand that I am free to withdraw from the study at any time up until TWO (2) weeks after the interview session, or to decline to answer any particular questions in the study.

I agree to participate in this study under the conditions set out in the Information Sheet form.

Signed: _____

Name: _____

Date: _____

Researcher's name and contact information:

Zermina Tasleem

Ghazali Shafie Graduate School of Government

Universiti Utara Malaysia

Email: zerminatasleem@gmail.com.

Phone (Mobile): 011-53375606

Supervisor's Name and contact information:

Dr. Mohd Na'eim Bin Ajis

School of Government, Universiti Utara Malaysia

Email: naeim@uum.edu.my

Phone (Office): 04-9287928

Dr. Nor Azizah Bini Zainal Abidin

School of Government, Universiti Utara Malaysia

Email: norazizah@uum.edu.my

Phone (Office): +64 04 928 7932

Participant Information Sheet

Settlement Experiences of Pakistani Migrant Labourers in Malaysia

Dear Sir/Madam,

I am Zermina Tasleem, a PhD candidate at the Universiti Utara Malaysia, Malaysia. I am conducting the above research as my PhD requirement under the supervision of Dr. Mohd Na'eim Bin Ajis and Dr. Nor Azizah Bini Zainal Abidin. The objective of my research is to examine the different factors of settlement especially pre-migration expectations, employment, housing, social network and government policies that Pakistani migrant labourers experienced in Malaysia.

The outcomes of this research will provide valuable insights for government and policy makers to develop, improvements and update the policies that are compulsory to ease the settlement of migrant labours in the host countries. It may also provide a way for service and programming facilities for new migrant labours and possible solutions for issues that these migrant labours face. The outcomes of this research cannot be produced without your participation. As a person involved directly in providing information about settlement experiences in Malaysia, your opinions and experiences are crucially important in this research. Therefore, I would like to invite you to participate in this research.

Pseudonyms will be used for participants when reporting the findings of this research. For example, participants will be treated as anonymous and coded as P1, P2, P3, etc. The inputs provided by participants are based on individual perception and experience and will not represent the stance of organisations that they are currently attached to. The interview recordings will be transcribed and only the researcher and her supervisors will be granted access to the data (listen to interview recordings and read all the transcribed data). All the hard copy data (transcribed interviews) will be kept in a locked place. The interview recordings will be stored electronically and securely with a password. The recording and the original transcribed data will be destroyed upon completion of the thesis and relevant research publications.

The participants in this research will be interviewed for about 45 to 60 minutes (approximately). You may refuse to answer any particular questions and to withdraw from the study at any time up until **TWO (2) weeks** after the interview session.

If you have any questions about this study, please do not hesitate to contact me at 011-53375606 or email me at zerminatasleem@gmail.com.

I am looking forward to seeing you participate in this study. Thank you.

Yours faithfully,

Zermina Tasleem

Interview Protocol: 1

Opening Statement to Interviewees

Thank you for taking the time to meet with me. I am interested to get information about your settlement experiences in Malaysia. It will identify the issues Pakistani migrant labourers faced while settling their life in Malaysia.

This interview will be conducted according to your time preferences. The interview session will take about 45 to 60 minutes and also will be audio recorded, to help me concentrate on the interview session. Please be informed that only my supervisors and I will have access to the interview recording and the transcript. The interview recording and transcript will be used solely for academic purposes. Any quotations from, or references to the interview will be completely anonymous. All the hard copy data (transcribed interviews) will be kept in a locked place. The interview recordings will be stored electronically and securely with a password. The interview recordings and the original transcribed data will be destroyed after completion of the thesis and relevant research publications.

The inputs provided by participants are based on individual perception and experience and will not represent the stance of organisations that they are currently attached to. During the interview session, I will start with some background information questions before moving to the primary questions about your understanding related to experiences about settlement. These questions will be open in nature and I will be asking you for examples or further clarifications, drawn from your experience, to illustrate the answers given.

The questions to be asked during the interview are as follows:

Questions:

1. What is the year when you arrived in Malaysia? How long you are here in Malaysia?
2. What is your current visa type?
3. Is this your first time in Malaysia? If No, please supply detail of prior arrival, your age and visa type?
4. Why did you choose to migrate to Malaysia?
5. Do you feel it was entirely your decision to go abroad, or was it more a family or collective decision?
6. Did any of your relatives/friends migrate to Malaysia before you did? If so, how close that friend/ relative was to you? Has that had any influence on your decision to migrate?
7. In your country of origin, is it common for people to migrate?
8. Could you Please tell me how you made your decision to work in Malaysia?
9. What premigration information that you perceived about the life in Malaysia? From where?
10. Do you expect the same or similar job to what you had in your country?
11. How is your employment experience in Malaysia?
12. Have you undertaken any employment since you arrived in Malaysia ---- please give details?
13. How did you find out employment in Malaysia? How long did you expect to find employment after arrival?
14. What issues and difficulties you faced while doing job in Malaysia? What would be the reason for this?
15. What is your current gross income (before tax) per month? Do you send money back to people in your home country? How?
16. Tell me about the things you like/liked most about your job? Tell me about things you would change/would have changed about your job?
17. How is your housing experience in Malaysia?
18. Could you, please tell me how you feel/felt about living in living area of Malaysia?
19. Do /did you feel that your privacy is/was invaded in any way by your neighbours?
20. Are/were you provided with a separate, lockable room?
21. Is your salary being enough to live in adequate house?
22. How is your social network experience in Malaysia?
23. Who are your friends and how often you meet them? Do you have Malaysian-born friends?
24. When you have a problem, whom do you ask for help?
25. Has anyone or any organization been able to assist you in finding employment, housing in Malaysia? In what way?

Interview Protocol: 2

Opening Statement to Interviewees

Thank you for taking the time to meet with me. I am interested to get information about your settlement experiences in Malaysia. It will identify the issues Pakistani migrant labourers faced while settling their life in Malaysia.

This interview will be conducted according to your time preferences. The interview session will take about 45 to 60 minutes and will be audio recorded, to help me concentrate on the interview session. Please be informed that only my supervisors and I will have access to the interview recording and the transcript. The interview recording and transcript will be used solely for academic purposes. Any quotations from, or references to the interview will be completely anonymous. All the hard copy data (transcribed interviews) will be kept in a locked place. The interview recordings will be stored electronically and securely with a password. The interview recordings and the original transcribed data will be destroyed after completion of the thesis and relevant research publications.

The inputs provided by participants are based on individual perception and experience and will not represent the stance of organisations that they are currently attached to. During the interview session, I will start with some background information questions before moving to the primary questions about your understanding related to experiences about settlement. These questions will be open in nature and I will be asking you for examples or further clarifications, drawn from your experience, to illustrate the answers given.

The questions to be asked during the interview are as follows:

Questions:

1. Do you have / are you aware of any statistics on Pakistani immigrant labourers in Malaysia?
 - a) Do these statistics cover: age, gender, marital status, education, department, visa type?
 - b) Is there any breakdown by types like temporary, permanent, contract immigrants?
2. Would you be able to share some information on Pakistani immigrant labourers arrival and departure patterns, the modes used to reach Malaysia and then return to Pakistan?
3. How long do Pakistani immigrant labourers can stay in Malaysia?
4. In your opinion, what are the gains and loss to the home country/ the host country / the immigrants?
5. Do you think there are sufficient policies to handle Pakistani immigrant labourers?
6. What do you think are the major problems the Pakistani immigrant labourers face in Malaysia?
7. How the respective department are managing the problems regarding Pakistani immigrant labourers in Malaysia?
8. What policies are needed to overcome these issues?
9. What types of jobs are allowed to do for Pakistani immigrant labourers in Malaysia?
10. What are the different routes that Pakistani immigrant labourers adopt while seeking and securing their employment ----please give details?
11. “Most of the Pakistani immigrant labourer married to Malaysian women for the purpose to secure job.” please give details how the policies allowed them?
12. How different policies are managing the issues and difficulties that Pakistani immigrant labourer faced while doing job in Malaysia?
13. Tell me about the things regarding salary, sending of salary to families as per law?
14. What are the different housing arrangement for the Pakistani immigrant labourers as per policies?
15. How respective organization been able to assist Pakistani immigrant labourers in finding employment, housing in Malaysia? In what way?

Do you want to add anything further?

We are really grateful for your contribution in this study. Thank you for taking the time to talk to me.